

**ComoLakeChauffeur - Boat Division is operated by:  
Claudio Frassi trasporto passeggeri con natanti, head office via ai monti 8, 22010 Laglio (CO).  
P.IVA 03864960137 - SDI USAL8PV**

Boat service cancellation policy

- no charge for cancellation until 48 hours before the service
- after this time (47 hours) we'll charge 50% of the total
- cancellation same day of the service we'll charge the full amount

No-Show policy

A no show fee equal to the reservation rate that will be charged on your credit card. To avoid a late cancellation or no show fee, the reservation must be cancelled in accordance with Claudio F. company (+39) 3480689769 - (+39) 3406487574

Cancellation policy

If you decide to cancel your reservation call our company telephone number: (+39) 3480689769 - (+39) 3406487574 If you experience difficulty locating the pick up point, please call the telephone number listed on the email confirmation. Leaving the pick-up location without notifying the company will result in a no-show charge.

Waiting times

The captain will wait for passengers' at the pick up point. After 30 minutes, if passengers did not keep contact with our sales office or with the captain, you will be considered as no-show. if passengers did not keep contact with our sales office or with the captain, we will apply no show.

Wait time policy

For any other service allow for reasonable wait time due to delays or any other urgent reason. If the customer requests additional wait time at either the pickup location, it will be added to the service rate.

Damages and Lost Objects

the company has no liability on client's personal objects that are lost. In our boat it is forbidden to smoke and use unauthorized substances therefore the client is responsible of any damage occurred in the time to reach the destination. Billing the total amount of reservation will be billed directly to the customer /person who requested the service, based on the details supplied by customer / person in the reservation form. Government's instruments These Terms are subject to the provisions of Italian law. For any disputes that may arise between the customer and company,competent will be the Court in Como. Protection of personal data Under Legislative Decree d.lgs. 101/2018, the personal data that will be freely provided will be kept on a secure database. The data will be processed by Claudio Frassi company The data controller of your personal data is Claudio F. company located in via ai monti, Laglio (CO) Italy. Under d.lgs. 101/2018 (the full text can be found at the Guarantor for the privacy web site address: [www.garanteprivacy.it](http://www.garanteprivacy.it) ) responsible for the processing of personal data is the Chief Claudio F. company in accordance with article of Legislative Decree mentioned.